

Scope of Services – ABHI Microfinance Bank Staff Outsourcing

- Maintain and update complete employee records, including contracts, CNICs, photographs, educational documents, and background checks.
- Maintain a real-time database of all deployed staff and provide monthly reporting.
- Prepare and execute employment contracts aligned with labor laws and client's SOPs.
- Ensure timely deployment of staff at designated locations.
- Process final settlements including the last salary, and clearance.
- Provide necessary documentation to exiting staff, such as experience letters or service certificates.
- Assign a dedicated account manager for ABHI for coordination and query resolution.
- Maintain confidentiality and transparency in all HR operations and share necessary reports/documents upon request.
- Manage day-to-day HR issues including absenteeism, misconduct, tardiness, or performance concerns.
- Handle employee grievances and Conduct investigations, issue warnings, and implement disciplinary actions in line with agreed protocols and local labor laws.
- Manage statutory deductions such as EOBI, Social Security, Income Tax (where applicable), and maintain compliance.
- Submit payroll summary and invoices to the client for verification and disbursement approval.
- Ensure salary disbursement to all employees on time through bank transfers or other approved payment methods.
- Ensure compliance with all applicable labor laws of Pakistan including Shops & Establishment Ordinance, Factories Act, and Industrial Relations Act.
- Keep updated records of EOBI and Social Security and provide timely copies of submitted challans and contributions to the client.
- Attend any labor court hearings, if required, and respond to notices related to outsourced staff.
- Assist the client in evaluating the performance of staff periodically and sharing reports when needed.
- Salary will be disbursed as per minimum wage.
- Life and health insurance for the staff.
- Uniform for the staff.